

THE CLAIMS:

1 (previously amended). A method for automatically detecting when an agent is available, comprising:

connecting a telephony server between a user station and a call center not having call back capabilities via a telephone switching network, the call center in communication with at least one agent station;

connecting a browser server to the telephony server and the user station and the agent station;

the telephony server receiving a request from the user station via the browser server for a call-back from an agent;

the telephony server calling the call center;

the call center connecting the call the agent station;

entering an agent ID, by an agent at the agent station when the agent answers the call from the telephony server, the agent ID entered yielding dual tone multi frequency (DTMF) tones encoding the agent ID corresponding to the agent;

detecting, by the telephony server, the DTMF tones resulted from the agent ID entered by the agent to detect that the agent is available; and

the telephony server calling back the user station and bridging a call back between the user station and the available agent.

2-3 (cancelled).

4 (original). The method according to claim 1, wherein the request for call back comprises:

- a telephone number, to be used for the call-back and a problem; and
- matching the available agent to the problem.

5-15 (cancelled).

16-20 (cancelled).

21 (previously presented). A system, comprising:

- a call center to connect an incoming call to an agent telephone, the call center being without call-back capabilities;

- a telephony server comprising:

- a receiver for receiving a request for a call-back from a user over the internet;

- a dual tone multi frequency (DTMF) generator for encoding user information into DTMF commands understood by the call center;

- a transmitter to call the call center over a telephone network providing the DTMF commands;

- a DTMF detector for receiving a DTMF string entered by an agent

answering the agent telephone to identify that the agent is available;

and

a bridge for calling back the user to connect the available agent to the user.

22 (previously presented). The system as recited in claim 21, wherein the user information comprises an account number.

23 (previously presented). The system as recited in claim 21, wherein the telephony server further comprises:

storage for storing a call-back phone number and a user problem, wherein the available agent is matched to the user problem.